

## OFFICE STANDARDS

The office must be maintained in a business-like manner. Remember your job is to manage the property, and renting apartments is the most important part of that job. A prospective resident's first and lasting impression of a property is the appearance of the Manager/Assistant Manager/Leasing Agent, the office, the buildings and the grounds. Take pride in your appearance and the appearance of the office, and set a high standard for your property.

### Daily Task Lists:

- ◆ Vacuum carpet
- ◆ Clean front door and adjacent window(s)
- ◆ Empty trash
- ◆ Straighten desktops
- ◆ Clean restrooms
- ◆ Check light bulbs

### Weekly Task Lists:

- ◆ Dust blinds
- ◆ Clean all windows

### Monthly Task Lists:

- ◆ Wash walls and touch up paint where necessary
- ◆ Clean carpet and/or wax floors
- ◆ Clean light fixtures

## **UNACCEPTABLE PRACTICES**

- ◆ Smoking on property except during breaks and in the designated smoking area
- ◆ Scent candles, incense or strong perfumes

Signage should be kept to a minimum. Avoid signage that has negative instructions.